

ATTACHMENT 2

TECHNICAL SECTION

The Technical section of the proposal shall define the methodology for delivery of the services. For each of the following items, describe what you propose to do and how you propose to do it. Be as concise as possible.

1. Legal Services Program Description **15 points**

- Describe your plan for developing and implementing a legal services program for older adults living in Snohomish County. Be specific how the service will be accessed by participants.
- Please explain how staff will be recruited and screened for qualifications.
- In addition, describe how your organization would respond in the event of a major disaster declaration (MDD), such as the Covid-19 pandemic.

2. Orientation and Training Plan **10 points**

- Describe how your organization will provide orientation and ongoing training to paid staff and volunteers, if applicable.

3. Legal Services Program Participant Grievances **10 points**

- Provide the grievance policy and procedures for your organization.
- Provide the plan for training paid staff and volunteers, if applicable, to ensure that participants are informed of the organization's grievance procedure.

4. Eligibility for Legal Services Program **10 points**

- Describe methods for assuring that services will be delivered to adults 60 years of age and over living in Snohomish County.

5. Outreach **10 points**

- Describe techniques that will be used to conduct outreach efforts aimed at the target population groups. The description should include how your organization will encourage people of color and limited/non-English speaking older persons to utilize this service